

02-074

WIRE LINE OUTAGE REPORT

[X] Initial [] Final

Reporting Carrier Verizon		Date of Incident 06/25/2002	
Time of Incident 01:35 EDT		Geographic Area Affected Cambridge, Brookline and Boston, MA	
Services Affected IntraLATA Intraoffice <input type="checkbox"/> IntraLATA Interoffice <input type="checkbox"/> InterLATA Interoffice <input checked="" type="checkbox"/> E911 <input checked="" type="checkbox"/>		Number of Customers Affected 30,379 (estimated)	
		Number of Blocked Calls 483,039 (estimated)	
		Outage Duration Under Investigation	
Background of the Incident The Brighton, MA central office isolated due to a fiber cut by a water company's construction crew. A total of seven cables have been impacted due to this incident.			
Direct Cause Under Investigation			
Root Cause Under Investigation			
Name and Type of Equipment Copper and Fiber Cables		Specific Part of the Network Involved Outside Plant	
Methods Used to Restore Service Traffic patched to non impacted systems with some cable splicing being done.			
Steps Taken to Prevent Recurrence of the Incident • Under Investigation			
Evaluation of Best Practices The following Best Practice recommended by the Network Reliability and Interoperability Council V, Focus Group 2, Subcommittee A Final Report (see www.nric.org) apply to this outage:			
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